

February 13, 2003

Mary L. Cottrell, Secretary  
MA Department of Telecommunications and Energy  
One South Station  
Boston, MA 02202

Re: Bay State Gas Company REVISED CY 2002 Service Quality Report,  
D.T.E. 03-10

Dear Ms. Cottrell:

Enclosed please find Bay State Gas Company's ("Bay State" or "Company") filing in response to the Massachusetts Department of Telecommunications and Energy's ("Department") directives set forth in its February 6, 2003 Memorandum regarding Format for Service Quality Reports ("Memorandum"). Specifically, enclosed for filing on behalf of the Company is an original of Bay State's REVISED CY 2002 Service Quality Report ("CY 2002 SQ Report") in the requested format for the reporting period January 1, 2002 through December 31, 2002.<sup>1</sup> Please note that, per the Department's request in its Memorandum, additional copies of this CY 2002 SQ Report are also being distributed to those people listed at the end of this letter.

The Company's CY 2002 SQ Report has been organized in the following manner:

**Section One: Form A**

Page 1 – Penalty Provisions Requirements  
Page 2 – Additional Reporting Requirements

**Section Two: Historic Information**

Page 1 – Summary of BSG SQ Performance – Penalty Provisions  
Page 2 - Summary of BSG Capital Spending  
Page 3 - Summary of BSG Unaccounted For Gas  
Page 4 – Summary of BSG/NUI Staffing  
Page 5 – Summary of BSG Customer Satisfaction Survey Results

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<sup>1</sup> The Company notes that at the request of the Department, Bay State filed its initial CY 2002 SQ Report on January 31, 2003. Therefore, because this initial filing was submitted prior to the issuance of the Memorandum, Bay State did not present its initial CY 2002 SQ Report in the Department's most recently requested format.

**Section Three: CY 2002 Back-up Data**

Page 1 –TSF (Non-Emergency and Emergency)  
Page 2 - Service Appointment Kept  
Page 3 - On-Cycle Meter Reads  
Page 4 - Consumer Division Case  
Page 5 - Billing Adjustments  
Page 6 - Lost Time Accident Rate and Restricted Work-Day Rate  
Page 7 - Response to Odor Calls  
Page 8 - Consumer Survey  
Page 9 - Customer Service Guarantees

**Appendix A:**

Additional Capital Investment Historic Data

The Company's SQ Report is consistent with the Department of Telecommunications and Energy's ("Department") Final Guidelines first established in Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, June 29, 2001 ("D.T.E. 99-84"). The SQ Report also reflects the Company's Service Quality Index ("SQI") Plan filed on May 31, 2002, which was submitted in compliance with the Department's directives articulated in a Letter Order to the Company on May 28, 2002 ("Letter Order"). The Company notes that the instant version of its CY 2002 SQ Report includes the required 10-year history associated with Staffing Levels.

The Company has met all of its targets associated with penalty-related service quality measurement categories. Therefore, Bay State has not incurred any penalties during the CY 2002 Reporting Period.

Please date stamp a copy of this letter for our files, and return in the enclosed envelop. Also, please feel free to contact me at (508) 836-7267 should you have any questions concerning this filing.

Sincerely,

Stephen H. Bryant  
Vice President, External Affairs

cc: Jody Stiefel, Esq. (one copy)  
Glenn Shippee (six copies)  
Maribeth Ladd, Esq. (one copy)  
Carol Wasserman, DOER  
Joseph Rogers, Esq.